



# COUNTY OF LOS ANGELES

## CHIEF INFORMATION OFFICE

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The Honorable Board of Supervisors  
County of Los Angeles  
383 Kenneth Hahn Hall of Administration  
500 West Temple Street  
Los Angeles, CA 90012

Dear Supervisors:

**AUTHORIZATION TO USE INFORMATION TECHNOLOGY FUND (ITF) TO  
SUPPORT THE EXECUTIVE OFFICE WEB SERVICES/VIRTUAL OFFICE  
TECHNOLOGY PROJECT  
(ALL DISTRICTS – 3 VOTES)**

**IT IS RECOMMENDED THAT YOUR BOARD:**

Approve and authorize the allocation of \$300,000 from the Information Technology Fund (ITF) to support the first of two phases of the Executive Office Web Services/Virtual Office Project. This project will eliminate manual and cumbersome processes, providing ease-of-use services to the public and County offices.

**PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION**

In their January 22, 2007 special meeting, the ITF Executive Committee voted to recommend support of a project award for the first phase of the Executive Office Web Services/Virtual Office Project.

The overall project has two phases at a cost of \$550,000. Your Board's approval of the recommended action will provide a total of \$300,000 in ITF funding for the first phase of this project. The second phase of the project, budgeted at \$250,000, has received a Productivity Investment Fund grant (PIF) from the Quality and Productivity Commission (QPC).

### **Phase I - \$300,000 ITF**

This phase is the foundation for the overall project. It includes infrastructure server hardware and the following software products: Business Process Management, Content Management, and eForms. This phase also includes professional services for software installation, training, and support for the new software. Phase I will immediately improve two of the Executive Office's most labor intensive business processes, producing a web-based Board Agenda (Legistar) and Conflict of Interest Reporting Systems. Members of the public, as well as all County departments, will benefit from the more efficient and ease-of-use Board Agenda System. The new Conflict of Interest Reporting System will significantly reduce the level of effort for all phases of the reporting process and provide more effective status tracking tools.

### **Phase II - \$250,000 PIF**

This phase includes the use of consultant services to build upon the infrastructure created in Phase I. Many of the services currently provided through paper processes, or ineffective e-mail correspondence, will be replaced with more efficient web-based 'service centers', available to your Board, the public and County departments. Using the eForms, Business Process and Content Management software implemented in Phase I, the following automated business functions will be developed: access to Commission Minutes and Agendas, Assessment Appeals Filings, Committee Books, Commission and Board Meeting Calendars, Minute Searches and Lobbyist Reporting. Additionally, many internal business processes, supporting the daily operations of the Executive Office, will become more efficient through automated workflow, including electronic signatures.

### **Implementation of Strategic Plan Goals**

Completion of the Executive Office Web Services/Virtual Office Project is consistent with the County's Strategic Plan Goal 1, Service Excellence, and Goal 3, Organizational Effectiveness. Completion of the first two phases is anticipated in 2010, which will create a new strategic direction for the Executive Office, making the organization more responsive to the needs of your Board, Commissions, other County departments, and the public.

### **FISCAL IMPACT/FINANCING**

Following approval by your Board, \$300,000 will be awarded from the ITF to support Phase I of this project. On February 26, 2007, the QPC provided \$250,000 to fund Phase II.

### **FACTS AND PROVISIONS/LEGAL REQUIREMENTS**

There are no legal requirements or prohibitions related to this recommended action.

### **IMPACT OF CURRENT SERVICES**

The project will provide County residents, business constituents, and internal County departments with more efficient and easy access to information regarding Board of Supervisors and Commission proceedings. The project will also streamline work tasks, reduce errors and the amount of time taken to complete tasks, and allow the Executive Office to more effectively monitor performance and customer service levels.

### **CONCLUSION**

Your Board's approval of the recommended action will authorize the use of ITF funds for \$300,000 for the Executive Office Web Services/Virtual Office Project.

Respectfully submitted,



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Chief Information Officer

JWF:JP:ygd

c: David E. Janssen, Chief Administrative Officer  
Sachi A. Hamai, Executive Officer, Board of Supervisors  
Ruth Wong, Executive Director, Quality and Productivity Commission  
Veronica Cox, Budget Analyst, CAO  
ITF Project